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National Occupational Analysis

2010 | Partsperson

Human Resources and Skills Development Canada
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Canada

Occupational Analyses Series

Partsperson

2010

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FOREWORD

The Canadian Council of Directors of Apprenticeship (CCDA) recognizes this National Occupational Analysis as the national standard for the occupation of Partsperson.

Background

The first National Conference on Apprenticeship in Trades and Industries, held in Ottawa in 1952, recommended that the federal government be requested to cooperate with provincial and territorial apprenticeship committees and officials in preparing analyses of a number of skilled occupations. To this end, Human Resources and Skills Development Canada (HRSDC) sponsors a program, under the guidance of the CCDA, to develop a series of National Occupational Analyses (NOA).

The NOAs have the following objectives:

- to describe and group the tasks performed by skilled workers;
- to identify which tasks are performed in every province and territory;
- to develop instruments for use in the preparation of Interprovincial Red Seal Examinations and curricula for training leading to the certification of skilled workers;
- to facilitate the mobility of apprentices and skilled workers in Canada; and,
- to supply employers, employees, associations, industries, training institutions and governments with analyses of occupations.

ACKNOWLEDGEMENTS

The CCDA and HRSDC wish to express sincere appreciation for the contribution of the many tradespersons, industrial establishments, professional associations, labour organizations, provincial and territorial government departments and agencies, and all others who contributed to this publication.

Special acknowledgement is extended by HRSDC and the CCDA to the representatives from the trade across Canada who contributed to the development of this document.

This analysis was prepared by the Workplace Partnerships Directorate of HRSDC. The coordinating, facilitating and processing of this analysis were undertaken by employees of the NOA development team of the Trades and Apprenticeship Division. Sylvia Pusch for the host jurisdiction of Saskatchewan also participated in the development of this NOA.

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LIST OF PUBLISHED NATIONAL OCCUPATIONAL ANALYSES (Red Seal Trades)

Title	NOC Code*
Agricultural Equipment Technician (2007)	7312
Appliance Service Technician (2005)	7332
Automotive Painter (2009)	7322
Automotive Service Technician (2009)	7321
Baker (2006)	6252
Boilermaker (2008)	7262
Bricklayer (2007)	7281
Cabinetmaker (2007)	7272
Carpenter (2010)	7271
Concrete Finisher (2006)	7282
Construction Electrician (2008)	7241
Construction Craft Worker (2009)	7611
Cook (2008)	6242
Electrical Rewind Mechanic (1999)	7333
Electronics Technician – Consumer Products (1997)	2242
Floorcovering Installer (2005)	7295
Glazier (2008)	7292
Hairstylist (2009)	6271
Heavy Duty Equipment Technician (2009)	7312
Industrial Electrician (2008)	7242
Industrial Mechanic (Millwright) (2009)	7311
Instrumentation and Control Technician (2010)	2243
Insulator (Heat and Frost) (2007)	7293
Ironworker (Generalist) (2006)	7264
Ironworker (Reinforcing) (2006)	7264
Ironworker (Structural/Ornamental) (2006)	7264
Landscape Horticulturist (2010)	2225
Lather (Interior Systems Mechanic) (2007)	7284

* National Occupational Classification

Title	NOC Code
Machinist (2010)	7231
Metal Fabricator (Fitter) (2008)	7263
Mobile Crane Operator (2009)	7371
Motorcycle Mechanic (2006)	7334
Motor Vehicle Body Repairer (Metal and Paint) (2010)	7322
Oil Burner Mechanic (2006)	7331
Painter and Decorator (2007)	7294
Partsperson (2010)	1472
Plumber (2008)	7251
Powerline Technician (2009)	7244
Recreation Vehicle Service Technician (2006)	7383
Refrigeration and Air Conditioning Mechanic (2009)	7313
Rig Technician (2008)	8232
Roofer (2006)	7291
Sheet Metal Worker (2006)	7261
Sprinkler System Installer (2009)	7252
Steamfitter — Pipefitter (2008)	7252
Tilesetter (2004)	7283
Tool and Die Maker (2005)	7232
Transport Trailer Technician (2008)	7321
Truck and Transport Mechanic (2007)	7321
Welder (2009)	7265

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Human Resources and Social Development Canada
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STRUCTURE OF ANALYSIS

To facilitate understanding of the occupation, the work performed by tradespersons is divided into the following categories:

Blocks	the largest division within the analysis that is comprised of a distinct set of trade activities
Tasks	distinct actions that describe the activities within a block
Sub-Tasks	distinct actions that describe the activities within a task
Supporting Knowledge and Abilities	the elements of skill and knowledge that an individual must acquire to adequately perform the sub-task

The analysis also provides the following information:

Trends	changes identified that impact or will impact the trade including work practices, technological advances, and new materials and equipment
Related Components	a list of products, items, materials and other elements relevant to the block
Tools and Equipment	categories of tools and equipment used to perform all tasks in the block; these tools and equipment are listed in Appendix A

The appendices located at the end of the analysis are described as follows:

Appendix A — Tools and Equipment	a non-exhaustive list of tools and equipment used in this trade
Appendix B — Glossary	definitions or explanations of selected technical terms used in the analysis
Appendix C — Acronyms	a list of acronyms used in the analysis with their full name
Appendix D — Block and Task Weighting	the block and task percentages submitted by each jurisdiction, and the national averages of these percentages; these national averages determine the number of questions for each block and task in the Interprovincial exam
Appendix E — Pie Chart	a graph which depicts the national percentages of exam questions assigned to blocks
Appendix F — Task Profile Chart	a chart which outlines graphically the blocks, tasks and sub-tasks of this analysis

DEVELOPMENT AND VALIDATION OF ANALYSIS

Development of Analysis

A draft analysis is developed by a committee of industry experts in the field led by a team of facilitators from HRSDC. This draft analysis breaks down all the tasks performed in the occupation and describes the knowledge and abilities required for a tradesperson to demonstrate competence in the trade.

Draft Review

The NOA development team then forwards a copy of the analysis and its translation to provincial and territorial authorities for a review of its content and structure. Their recommendations are assessed and incorporated into the analysis.

Validation and Weighting

The analysis is sent to all provinces and territories for validation and weighting. Participating jurisdictions consult with industry to validate and weight the document, examining the blocks, tasks and sub-tasks of the analysis as follows:

BLOCKS	Each jurisdiction assigns a percentage of questions to each block for an examination that would cover the entire trade.
TASKS	Each jurisdiction assigns a percentage of exam questions to each task within a block.
SUB-TASKS	Each jurisdiction indicates, with a YES or NO, whether or not each sub-task is performed by skilled workers within the occupation in its jurisdiction.

The results of this exercise are submitted to the NOA development team who then analyzes the data and incorporates it into the document. The NOA provides the individual jurisdictional validation results as well as the national averages of all responses. The national averages for block and task weighting guide the Interprovincial Red Seal Examination plan for the trade.

This method for the validation of the NOA also identifies common core sub-tasks across Canada for the occupation. If at least 70% of the responding jurisdictions perform a sub-task, it shall be considered common core. Interprovincial Red Seal Examinations are based on the common core sub-tasks identified through this validation process.

Definitions for Validation and Weighting

YES	sub-task performed by qualified workers in the occupation in a specific jurisdiction
NO	sub-task not performed by qualified workers in the occupation in a specific jurisdiction
NV	analysis Not Validated by a province/territory
ND	trade Not Designated in a province/territory
NOT COMMON CORE (NCC)	sub-task, task or block performed by less than 70% of responding jurisdictions; these will not be tested by the Interprovincial Red Seal Examination for the trade
NATIONAL AVERAGES %	average percentage of questions assigned to each block and task in Interprovincial Red Seal Examination for the trade

Provincial/Territorial Abbreviations

NL	Newfoundland and Labrador
NS	Nova Scotia
PE	Prince Edward Island
NB	New Brunswick
QC	Quebec
ON	Ontario
MB	Manitoba
SK	Saskatchewan
AB	Alberta
BC	British Columbia
NT	Northwest Territories
YT	Yukon Territory
NU	Nunavut

ANALYSIS

SAFETY

Safe working procedures and conditions, accident prevention, and the preservation of health are of primary importance to industry in Canada. These responsibilities are shared and require the joint efforts of government, employers and employees. It is imperative that all parties become aware of circumstances that may lead to injury or harm. Safe learning experiences and work environments can be created by controlling the variables and behaviours that may contribute to accidents or injury.

It is generally recognized that safety-conscious attitudes and work practices contribute to a healthy, safe and accident-free work environment.

It is imperative to apply and be familiar with the Occupational Health and Safety (OH&S) Acts and Workplace Hazardous Materials Information System (WHMIS) Regulations. As well, it is essential to determine workplace hazards and take measures to protect oneself, co-workers, the public and the environment.

Safety education is an integral part of training in all jurisdictions. As safety is an imperative part of all trades, it is assumed and therefore it is not included as a qualifier of any activities. However, the technical safety tasks and sub-tasks specific to the trade are included in this analysis.

SCOPE OF THE PARTSPERSON TRADE

"Partsperson" is this trade's official Red Seal occupational title approved by the CCDA. This analysis covers tasks performed by Partspersons whose occupational title has been identified by some provinces and territories of Canada under the following names:

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
Parts Technician					✓				✓				
Partsperson	✓	✓	✓	✓			✓	✓			✓	✓	✓
Partsperson Level 3										✓			

Partspersons perform ordering, warehousing, inventory control and sales of parts. Their duties also include identifying parts and equipment, searching for parts, shipping and receiving parts, providing customer service and advice, and maintaining records.

The partsperson trade services a range of industries including motive power, appliance, heavy duty equipment and natural resources. For example, partspersons work in areas such as automotive service, commercial transport, small engine repair, aeronautics, agricultural equipment, marine equipment, electrical warehousing, plumbing and heating warehousing, refrigeration, stores facilities, tool cribs and parts recycling. They may work at either wholesale or retail levels or with end users. They may work with a broad range of aftermarket parts or in a more narrow scale, supplying parts for a particular make of vehicle or product. The work environment for partspersons is generally indoors in a warehouse and at a service counter. Some partspeople may perform or arrange deliveries of parts to their customers. Partspersons generally work in teams that include service staff, sales staff and service technicians.

Although the activities performed by a partsperson are similar for all industries in which they work, the product knowledge required is dramatically different. Therefore, they require an up-to-date knowledge of the industry as well as technical knowledge and the ability to describe parts and their applications to customers. It should be noted, however, that the scope of this trade does not include the ability to apply this knowledge to diagnosing or repairing mechanical, electronic or other types of problems.

The computer and parts catalogues, both written and electronic, are the most important tools for the partsperson. Databases, online catalogues, inventory control systems, and digital media are necessary for ordering and organizing parts and for retrieving information. Extensive use of electronic catalogues requires partspersons to be very correct in the use of terminology within specific industry sectors in order to locate correct parts in the catalogues.

As with all trades, safety is important to partspersons. Hazards that are present in a warehouse environment include operating large equipment such as lift trucks and handling hazardous materials.

Key attributes for people entering this trade are: excellent interpersonal and customer service skills, computer application skills, problem solving skills, mathematical skills, manual dexterity and mechanical aptitude. Physical considerations for this occupation include considerable amount of time standing, walking and lifting. This trade appeals to service-oriented people. This career offers stable employment not highly affected by seasonal employment trends.

Experienced partspersons may move into other positions such as sales representative, purchasing representative, parts department manager, store manager or store owner.

OCCUPATIONAL OBSERVATIONS

Computerized inventory systems have become standard and well-developed computer skills are a necessity for partspersons today. Recent technological advances have been in the areas of computerized inventory control, online computerized parts catalogue (web applications), online ordering (e-commerce) and wireless tracking devices.

Partsperson training and continuous technical upgrading are necessary to keep abreast of new products and technology.

BLOCK A — OCCUPATIONAL SKILLS

Trends

The use of Online and CD-ROM resources continues to rise in popularity; these are replacing paper and microfiche resources. The use and enforcement of use of personal protective equipment (PPE) and safety equipment is increasing. Multi-media communication using forms such as e-mail, cellular phones, wireless technology and digital photography is becoming more common. Customer access to company websites has increased allowing customers to price and order parts electronically.

Related Components

Not applicable.

Tools and Equipment

See Appendix A.

Task 1 — Uses tools and equipment.

Sub-task

A-1.01 **Uses catalogues and price lists.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.01.01 knowledge of types of catalogues such as printed and electronic
A-1.01.02 knowledge of types of price lists such as retail, wholesale and cost
A-1.01.03 knowledge of manufacturers' product lines
A-1.01.04 knowledge of employers' product lines and vendors
A-1.01.05 knowledge of catalogue indexing such as alphabetical index
A-1.01.06 ability to interpret manufacturers' terminology
A-1.01.07 ability to identify manufacturer of specific item
A-1.01.08 ability to use catalogue sections such as glossary, index and main body

A-1.01.09	ability to locate part number in catalogue
A-1.01.10	ability to interpret price list

Sub-task

A-1.02 Uses hand tools.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.02.01	knowledge of types of hand tools
A-1.02.02	knowledge of standard (Society of Automotive Engineers [SAE]) and metric systems
A-1.02.03	ability to maintain hand tools
A-1.02.04	ability to store hand tools
A-1.02.05	ability to recognize worn, damaged or defective hand tools

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Sub-task

A-1.03 Operates power tools.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.03.01	knowledge of types of power tools such as grinders, cut-off saws, hydraulic presses and electric drills
A-1.03.02	knowledge of operating procedures
A-1.03.03	knowledge of power tool safety procedures
A-1.03.04	ability to perform basic maintenance on power tools
A-1.03.05	ability to store power tools
A-1.03.06	ability to recognize worn, damaged or defective power tools

Sub-task

A-1.04 **Operates warehouse tools and equipment.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.04.01	knowledge of types of warehouse tools and equipment such as forklifts, pallet jacks, handcarts, banding and strapping equipment, and staplers
A-1.04.02	knowledge of applications of warehouse tools and equipment
A-1.04.03	knowledge of limitations of lifting equipment
A-1.04.04	ability to recognize safe lifting locations and points
A-1.04.05	ability to perform basic maintenance on warehouse tools and equipment
A-1.04.06	ability to recognize worn, damaged or defective warehouse tools and equipment

Sub-task

A-1.05 **Uses measuring and testing tools and equipment.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.05.01	knowledge of types of measuring and testing tools and equipment such as measuring tapes, vernier calipers, micrometers, scales and battery
A-1.05.02	knowledge of standard (SAE), imperial and metric systems
A-1.05.03	ability to store measuring and testing tools and equipment
A-1.05.04	ability to recognize worn, damaged or defective measuring and testing tools and equipment

Sub-task

A-1.06 **Operates business machines.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.06.01	knowledge of types of business machines such as fax machines, photocopiers, debit/credit card machines, cash registers, printers and postage meters
A-1.06.02	knowledge of operating procedures
A-1.06.03	ability to perform basic maintenance on business machines

Sub-task

A-1.07 **Operates computers.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.07.01	knowledge of applicable systems such as cataloguing, inventory control, invoicing, pricing, scanning and purchasing systems
A-1.07.02	ability to log onto computer
A-1.07.03	ability to load programs
A-1.07.04	ability to create and interpret computer-generated documents such as customer records, purchase orders (PO), waybills and special orders
A-1.07.05	ability to search for and order parts online using intranets, Internet and virtual private networks
A-1.07.06	ability to access information on CD-ROM and Internet
A-1.07.07	ability to troubleshoot computer systems and programs

Sub-task

A-1.08 **Uses personal protective equipment (PPE).**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.08.01	knowledge of types of PPE such as boots, respiratory equipment, hardhats, gloves, ear protection and eye protection
A-1.08.02	knowledge of workplace health and safety regulations and policies
A-1.08.03	ability to recognize unsafe or potentially hazardous conditions

Sub-task

A-1.09 **Uses safety equipment.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-1.09.01	knowledge of types of safety equipment such as eye wash stations, first aid kits, fire extinguishers, fire blankets, spill containment equipment, safety harnesses and lanyards
A-1.09.02	knowledge of workplace health and safety regulations and policies
A-1.09.03	knowledge of location of safety equipment
A-1.09.04	ability to operate safety equipment
A-1.09.05	ability to inspect safety equipment
A-1.09.06	ability to store safety equipment
A-1.09.07	ability to recognize hazards

Task 2 Organizes work.

Sub-task

A-2.01 Interprets documents.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-2.01.01	knowledge of types of media such as paper, on-line, CD-ROM, and DVD-ROM
A-2.01.02	knowledge of types of documents such as catalogues, technical service bulletins, recalls and manuals
A-2.01.03	ability to determine relevance of information
A.2.01.04	ability to file relevant information
A.2.01.05	ability to interpret safety documentation such as Material Safety Data Sheets (MSDS) and transportation of dangerous goods (TDG) booklets
A.2.01.06	ability to update equipment records

Sub-task

A-2.02 Maintains safe work environment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-2.02.01	knowledge of applicable safety standards and regulations such as WHMIS and Occupational Health and Safety Act
A-2.02.02	knowledge of fire hazards
A-2.02.03	knowledge of good housekeeping practices
A-2.02.04	knowledge of location of safety equipment
A-2.02.05	knowledge of lock-up procedures
A-2.02.06	knowledge of security and crime prevention procedures
A-2.02.07	knowledge of lifting techniques

A-2.02.08	knowledge of handling techniques for sensitive inventory such as air bags, air brake chambers, wheels, rims, tires and tracks
A-2.02.09	ability to store and handle dangerous goods such as batteries, and corrosive and explosive chemicals
A-2.02.10	ability to recognize and correct unsafe practices

Sub-task

A-2.03 **Prioritizes tasks.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-2.03.01	knowledge of critical deadlines and schedules
A-2.03.02	ability to manage multiple customer situations
A-2.03.03	ability to reassess priorities
A-2.03.04	ability to assign a schedule to work load
A-2.03.05	ability to map out picking sequence to save time
A-2.03.06	ability to unpack material according to importance

Task 3 Communicates with others.

Sub-task

A-3.01 **Communicates in person.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-3.01.01	knowledge of active listening techniques
A-3.01.02	knowledge of verbal and non-verbal communication techniques
A-3.01.03	knowledge of parts terminology
A-3.01.04	knowledge of motive power terminology

A-3.01.05	knowledge of questioning techniques such as open ended and closed ended
A-3.01.06	ability to acknowledge customer
A-3.01.07	ability to listen and attend to customer
A-3.01.08	ability to identify oneself and his or her role to the customer
A-3.01.09	ability to communicate at the customer's level
A-3.01.10	ability to present an image of competence and quality
A-3.01.11	ability to communicate with other professionals such as technicians, co-workers, management and suppliers
A-3.01.12	ability to interpret customers' requirements
A-3.01.13	ability to resolve conflicts

Sub-task

A-3.02 Communicates by writing and illustrations.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-3.02.01	knowledge of e-mail etiquette
A-3.02.02	knowledge of parts terminology
A-3.02.03	knowledge of motive power terminology
A-3.02.04	ability to write concisely
A-3.02.05	ability to use e-mail software
A-3.02.06	ability to create basic mechanical drawings
A-3.02.07	ability to perform parts search by writing to suppliers

Sub-task

A-3.03 Communicates by phone.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

A-3.03.01	knowledge of telephone etiquette
A-3.03.02	knowledge of parts terminology
A-3.03.03	knowledge of motive power terminology
A-3.03.04	knowledge of questioning techniques such as open ended and closed ended
A-3.03.05	ability to acknowledge customer
A-3.03.06	ability to listen and attend to customer
A-3.03.07	ability to identify oneself and his or her role to the customer
A-3.03.08	ability to interpret customer's requirements
A-3.03.09	ability to lead customer through detailed identification of parts
A-3.03.10	ability to communicate at the customer's level
A-3.03.11	ability to resolve conflicts
A-3.03.12	ability to present an image of competence and quality
A-3.03.13	ability to manage multiple lines and messaging systems
A-3.03.14	ability to communicate with other professionals such as technicians, co-workers, management and suppliers

BLOCK B — CUSTOMER SERVICE

Trends	The provision of value-added services such as on-site training, inventory control and re-ordering, preventative maintenance records and expediting service continues to grow. Increasingly, partspersons are using multi-media (i.e. Internet, e-mail, fax) to communicate with customers. Greater competition in the industry is emphasizing the importance of high quality customer service.
Related Components (including, but not limited to)	Catalogue racks, media storage library, files, boxes, bags, promotional material, price lists, business cards, CDs, computers and related electronic equipment, Internet tools, DVDs.
Tools and Equipment	See Appendix A.

Task 4 — Services retail customers.

Sub-task

B-4.01 **Identifies retail customers' needs.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-4.01.01	knowledge of products
B-4.01.02	ability to ask specific questions
B-4.01.03	ability to interpret customer's description of parts problem
B-4.01.04	ability to recognize used parts and their functions
B-4.01.05	ability to match used parts with replacement parts
B-4.01.06	ability to identify related parts and accessories required

Sub-task

B-4.02 **Refers retail customers to technical experts.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-4.02.01	knowledge of consequences of inappropriate advice such as legal liability
B-4.02.02	knowledge of available technical support
B-4.02.03	ability to contact manufacturers and suppliers for technical support
B-4.02.04	ability to research resources for technical support

Task 5 Services wholesale customers.

Sub-task

B-5.01 **Facilitates technical information sharing.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-5.01.01	knowledge of new products, tools and equipment
B-5.01.02	knowledge of available technical support and information
B-5.01.03	ability to research resources for technical information
B-5.01.04	ability to contact manufacturers and suppliers for technical information
B-5.01.05	ability to communicate technical information to wholesale customers

Sub-task

B-5.02 **Facilitates training to wholesale customers.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-5.02.01	knowledge of new products, tools and equipment
B-5.02.02	knowledge of customer base
B-5.02.03	knowledge of product representatives
B-5.02.04	ability to recognize current and potential training needs
B-5.02.05	ability to recognize real and potential product benefits to wholesale customers
B-5.02.06	ability to plan and set up training resources

Task 6 Services internal customers/technicians.

Sub-task

B-6.01 **Supplies shop equipment.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-6.01.01	knowledge of types of tools and equipment
B-6.01.02	knowledge of suppliers and manufacturers of tools and equipment
B-6.01.03	knowledge of repair resources for shop equipment
B-6.01.04	knowledge of related company policies
B-6.01.05	ability to expedite repairs of shop equipment
B-6.01.06	ability to arrange warranty repairs for shop equipment
B-6.01.07	ability to maintain tool catalogues

Sub-task

B-6.02 **Maintains parts records for internal customers.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-6.02.01	knowledge of customer fleets
B-6.02.02	knowledge of maintenance parts for fleets
B-6.02.03	knowledge of preventative maintenance programs
B-6.02.04	knowledge of record keeping procedures
B-6.02.05	ability to survey fleets
B-6.02.06	ability to find history of maintenance parts
B-6.02.07	ability to access preventative maintenance records
B-6.02.08	ability to provide recommendations on stocking levels

Task 7 Provides general customer service and support.

Sub-task

B-7.01 **Prepares customer quotes.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-7.01.01	knowledge of customer requirements
B-7.01.02	knowledge of price levels
B-7.01.03	knowledge of documentation required
B-7.01.04	knowledge of filing/database systems
B-7.01.05	knowledge of related parts and products required to perform customers' task
B-7.01.06	ability to retrieve quotes from filing/database systems

B-7.01.07	ability to price out all requirements
B-7.01.08	ability to make calculations such as volume discounts, freight charges, duty and currency exchange rates

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Sub-task

B-7.02 Provides product to customer.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-7.02.01	knowledge of delivery systems
B-7.02.02	knowledge of customers' delivery and timeline requirements
B-7.02.03	knowledge of motive structural and mechanical systems
B-7.02.04	ability to provide parts documentation such as installation instructions and MSDS
B-7.02.05	ability to explain warranty and return policy
B-7.02.06	ability to explain parts price and availability (P&A) to customer

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Sub-task

B-7.03 Provides value-added services.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-7.03.01	knowledge of customers' needs
B-7.03.02	knowledge of types of value-added services for retail customers such as basic installation, testing parts and batteries, and recommending complementary products
B-7.03.03	knowledge of types of value-added services for wholesale customers such as on-site inventory management, discount pricing and expediting services
B-7.03.04	ability to expand business process to accommodate customers' needs
B-7.03.05	ability to recognize potential new customers

Sub-task

B-7.04 Records customer information.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-7.04.01	knowledge of company policy and information required
B-7.04.02	knowledge of privacy legislation
B-7.04.03	ability to collect customer information for records
B-7.04.04	ability to enter information on database
B-7.04.05	ability to explain mailing list options to customer
B-7.04.06	ability to collect information for payment options and credit applications

Sub-task

B-7.05 Provides follow-up service.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

B-7.05.01	knowledge of customer information database
B-7.05.02	knowledge of sales patterns
B-7.05.03	ability to access customer information and records
B-7.05.04	ability to assess follow-up requirements
B-7.05.05	ability to track cores
B-7.05.06	ability to confirm receipt of parts
B-7.05.07	ability to confirm proper quantity and application of parts
B-7.05.08	ability to follow up with customer about seasonal sales or specials

BLOCK C — PARTS ACQUISITION

Trends	Increased use of the Internet and computer catalogues to identify manufacturers' parts is making the acquisition of parts more efficient. Re-manufactured parts are becoming more available. Greater emphasis is being placed on sourcing parts for retail as well as wholesale customers. Serial number driven searches are becoming more common.
Related Components (including, but not limited to)	PO, vendor list, warranty documents (in-house and manufacturer), vendors' catalogue, service manual, buyer's guide, cross reference book, pick list/ticket, supersession list, discontinue list, courier schedule, technical assistance, store layout, pen, pencil, carbon paper, masking tape, packing tape, staples, parts cleaner.
Tools and Equipment	Warehouse tools and equipment, measuring and testing tools and equipment, reference tools, business machines and communication equipment, safety equipment and PPE.

Task 8 — Identifies parts.

Sub-task

C-8.01 **Identifies parts function.**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-8.01.01	knowledge of motive structural and mechanical systems
C-8.01.02	knowledge of parts terminology
C-8.01.03	knowledge of product lines carried
C-8.01.04	ability to recognize parts
C-8.01.05	ability to collect necessary information

Sub-task

C-8.02 Identifies parts application.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-8.02.01	knowledge of equipment such as automotive, agricultural, industrial and marine
C-8.02.02	knowledge of tools related to or required for part application
C-8.02.03	knowledge of power equipment such as chain saws, trimmers and lawn mowers
C-8.02.04	knowledge of operating systems
C-8.02.05	knowledge of product lines carried
C-8.02.06	ability to determine application such as VIN, serial number, year, make and models
C-8.02.07	ability to interpret component identification numbers such as serial numbers, arrangement numbers, drawing numbers and model number
C-8.02.08	ability to interpret equipment serial number
C-8.02.09	ability to collect necessary information
C-8.02.10	ability to determine customer modification to vehicle and/or parts

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Sub-task

C-8.03 Identifies parts number.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-8.03.01	knowledge of available cataloguing resources
C-8.03.02	knowledge of parts terminology
C-8.03.03	knowledge of technical assistance
C-8.03.04	knowledge of product lines carried

C-8.03.05	ability to locate casting number, original equipment manufacturer (OEM) and supplier number on parts
C-8.03.06	ability to cross-reference number

Task 9 Searches inventory for parts.

Sub-task

C-9.01 Identifies bin location.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-9.01.01	knowledge of store and warehouse layout
C-9.01.02	knowledge of bin location system and part location
C-9.01.03	knowledge of alphanumeric system
C-9.01.04	ability to locate product
C-9.01.05	ability to search for bin location
C-9.01.06	ability to read a pick list/ticket

Sub-task

C-9.02 Picks parts and material.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-9.02.01	knowledge of store and warehouse layout
C-9.02.02	knowledge of size and weight of part
C-9.02.03	knowledge of product location
C-9.02.04	knowledge of destination of product such as delivery bin, front counter and back counter
C-9.02.05	knowledge of shortage procedures

C-9.02.06	ability to select carrying devices such as hand truck, dolly, cart and battery carrier
C-9.02.07	ability to read a pick list/ticket
C-9.02.08	ability to determine picking sequence
C-9.02.09	ability to inform shipping department of rush orders
C-9.02.10	ability to place parts on hold for future pick-up
C-9.02.11	ability to understand invoice procedures
C-9.02.12	ability to compare parts by visual inspection and identifying modifications
C-9.02.13	ability to recognize damaged products
C-9.02.14	ability to confirm part accuracy

Task 10 Sources parts.

Sub-task

C-10.01 Identifies suppliers.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-10.01.01	knowledge of available vendors such as OEM and aftermarket
C-10.01.02	knowledge of competitive marketing
C-10.01.03	ability to compare profit margins

Sub-task

C-10.02 Purchases parts.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-10.02.01	knowledge of profit margin
C-10.02.02	knowledge of extra costs such as shipping, customs, currency exchange and brokerage
C-10.02.03	knowledge of vendors' return policy and warranty
C-10.02.04	ability to communicate with vendors
C-10.02.05	ability to calculate net cost
C-10.02.06	ability to make back order arrangements
C-10.02.07	ability to issue a PO
C-10.02.08	ability to follow up on back orders
C-10.02.09	ability to follow up on outstanding orders
C-10.02.10	ability to compare parts by visual inspection and identifying modifications

Sub-task

C-10.03 Arranges for shipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

C-10.03.01	knowledge of extra costs such as shipping, customs, currency exchange and brokerage
C-10.03.02	knowledge of lost time costs
C-10.03.03	knowledge of pick-up procedures
C-10.03.04	knowledge of courier schedule
C-10.03.05	ability to calculate estimated time of arrival
C-10.03.06	ability to expedite shipment
C-10.03.07	ability to follow up on back orders
C-10.03.08	ability to follow up on outstanding orders

BLOCK D WAREHOUSING AND INVENTORY

Trends	The use of Bar coding and Radio Frequency Identification (RFID) systems is increasing. There is more automated ordering and inventory control, monitoring factors such as seasonal items, lost sales, recalls and manual orders. Less labour intensive warehousing is being used to cut costs. Electronic shipping and receiving has increased. Automated inventory management has decreased reliance on on-site storage. The use of electronic methods for tracking shipments, arranging pick-ups, completing documents and receiving inventory is on the rise. More stringent regulations regarding shipments are in place. Growth in international shipping is resulting in increased documentation.
Related Components (including, but not limited to)	Shipping containers (international, domestic), pallets, labels, shelving, bin boxes, shipping documents, shipping supplies.
Tools and Equipment	See Appendix A.

Task 11 Handles parts and materials.

Sub-task

D-11.01 Creates storage design layout.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-11.01.01	knowledge of types of warehouse layout
D-11.01.02	knowledge of dimensions of parts and materials
D-11.01.03	knowledge of space requirements for warehouse equipment
D-11.01.04	knowledge of storage requirements for dangerous goods
D-11.01.05	knowledge of space requirements for potential future expansion
D-11.01.06	ability to assist in warehouse development

D-11.01.07	ability to plan placement of parts considering factors such as weight, size and shape
D-11.01.08	ability to utilize space to maximum potential

Sub-task

D-11.02 Handles specialized products.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-11.02.01	knowledge of specialized products such as hazardous goods, paint and batteries
D-11.02.02	knowledge of specialized products' storage requirements such as temperature and light
D-11.02.03	knowledge of disposal and storage regulations of specialized products
D-11.02.04	ability to recognize specialized products

Sub-task

D-11.03 Rotates stock.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-11.03.01	knowledge of first in/first out stock rotation
D-11.03.02	knowledge of cost implications of stocking financed parts
D-11.03.03	knowledge of shelf life of time sensitive products such as adhesives, paint and wet batteries
D-11.03.04	ability to schedule stock rotation
D-11.03.05	ability to interpret expiry information on product

Sub-task

D-11.04 Places inventory in designated location.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-11.04.01 knowledge of stock placement systems such as alphanumeric and numeric
D-11.04.02 knowledge of regulations that apply to warehouse equipment
D-11.04.03 knowledge of safe lifting practices
D-11.04.04 ability to identify parts and products
D-11.04.05 ability to correct errors in parts location
D-11.04.06 ability to manage overstock

Task 12 Manages inventory.

Sub-task

D-12.01 Manages core and warranty inventory.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-12.01.01 knowledge of manufacturers' return policy
D-12.01.02 knowledge of manufacturers' and suppliers' warranty requirements
D-12.01.03 knowledge of in-house return policy
D-12.01.04 ability to process core return documents
D-12.01.05 ability to process warranty documents
D-12.01.06 ability to temporarily store cores and warranty returns
D-12.01.07 ability to recognize rebuildable cores
D-12.01.08 ability to refuse returns if requirements not met
D-12.01.09 ability to assess value of damaged core

Sub-task

D-12.02 Maintains stock levels.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-12.02.01	knowledge of order point systems such as minimum/maximum
D-12.02.02	knowledge of local market trends
D-12.02.03	knowledge of volume discounts
D-12.02.04	knowledge of inventory unit of measure such as length and quantity
D-12.02.05	knowledge of inventory turnover
D-12.02.06	knowledge of seasonal trends
D-12.02.07	ability to recognize critical stock levels by inventory type such as seasonal, fast-moving and crucial stock
D-12.02.08	ability to manage inventory such as overstock, phase-in, phase-out and obsolescent

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Sub-task

D-12.03 Registers lost sales.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-12.03.01	knowledge of methods of tracking lost sales such as computer and hand written
D-12.03.02	knowledge of types of lost sales such as stocking and non-stocking
D-12.03.03	knowledge of importance of registering lost sales
D-12.03.04	ability to record lost sales

Sub-task

D-12.04 Participates in periodic physical inventory count.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-12.04.01	knowledge of warehouse layout
D-12.04.02	knowledge of company count method
D-12.04.03	knowledge of reasons for inventory count
D-12.04.04	ability to complete count and recount sheets
D-12.04.05	ability to find on-hand inventory
D-12.04.06	ability to recognize inventory variances
D-12.04.07	ability to advise appropriate personnel when inventory discrepancies are discovered

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Sub-task

D-12.05 Maintains supersession records.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-12.05.01	knowledge of types of supersession records
D-12.05.02	knowledge of company policy on supersession records
D-12.05.03	ability to interpret supersession records
D-12.05.04	ability to record and change superseded part numbers in record system and physical location

Task 13 Performs shipping/receiving duties.

Sub-task

D-13.01 Verifies incoming shipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-13.01.01	knowledge of receiving procedures
D-13.01.02	knowledge of handling procedures for hazardous goods
D-13.01.03	knowledge of types of shipping containers
D-13.01.04	knowledge of inspection procedures
D-13.01.05	knowledge of shipping terminology such as free on board (FOB) points, short shipments and back orders
D-13.01.06	knowledge of company policies regarding refusal/acceptance of shipments
D-13.01.07	knowledge of transportation companies' policies regarding claims
D-13.01.08	knowledge of hazardous goods regulations such as TDG and WHMIS
D-13.01.09	knowledge of safe lifting practices
D-13.01.10	knowledge of customs regulations, brokers and charges
D-13.01.11	ability to recognize and record damage to products on shipping documents
D-13.01.12	ability to interpret shipping documents such as waybills, packing slips and bills of lading
D-13.01.13	ability to verify shipping information
D-13.01.14	ability to unload shipment
D-13.01.15	ability to unpack shipment
D-13.01.16	ability to confirm counts and description with packing slip and order form
D-13.01.17	ability to enter received parts into inventory record system
D-13.01.18	ability to communicate part allocations internally

Sub-task

D-13.02 Records order discrepancies.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-13.02.01	knowledge of shipping documents
D-13.02.02	knowledge of freight company policies
D-13.02.03	ability to interpret shipping documentation
D-13.02.04	ability to record discrepancies on shipping documents

Sub-task

D-13.03 Prepares shipment.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-13.03.01	knowledge of company billing documents such as invoices and pick lists/tickets
D-13.03.02	knowledge of shipping terminology such as consignee, consignor, cash on delivery (COD), prepaid and collect
D-13.03.03	knowledge of packaging and labelling regulations
D-13.03.04	knowledge of shipping and handling procedures for dangerous goods
D-13.03.05	knowledge of types of shipping supplies such as metal, plastic, nylon and cardboard
D-13.03.06	knowledge of disposal of shipping supplies
D-13.03.07	ability to verify invoiced items for shipping
D-13.03.08	ability to package and label products for safe and damage-free transport
D-13.03.09	ability to record weight and dimensions of products for calculations of freight charges to complete shipping documentation
D-13.03.10	ability to load truck

Sub-task

D-13.04 Ships products.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

D-13.04.01	knowledge of company billing documents such as invoices and pick lists/tickets
D-13.04.02	knowledge of shipping documents such as bill of lading, commercial invoices and customs documents
D-13.04.03	knowledge of shipping terminology such as consignee, consignor, third party, COD, prepaid and collect
D-13.04.04	knowledge of labelling regulations
D-13.04.05	knowledge of methods of transportation such as courier, post, air and ground
D-13.04.06	knowledge of freight company schedules and policies
D-13.04.07	knowledge of hazardous goods regulations such as TDG and WHMIS
D-13.04.08	ability to communicate with freight company to arrange pick-up and delivery
D-13.04.09	ability to record weight and dimensions of products for calculations of freight charges to complete shipping documentation

Trends	The use of electronic transactions is growing. Partspersons are becoming more aware of and involved in marketing strategy. More diverse product displays and advertising such as on-line are being used. Upselling to provide more value-added service to customers is increasingly important.
Related Components (including, but not limited to)	Gondolas, turnstiles, display fixtures, shelving units, pricing labels, warranty manuals and tags, signage, banners, posters, displays, product literature, invoices (pre-printed), deposit books (bank, company), customer account registry.
Tools and Equipment	Reference tools, business machines and communication equipment.

Task 14 Promotes products and services.

Sub-task

E-14.01 Displays products and literature.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-14.01.01	knowledge of promotional items
E-14.01.02	knowledge of promotional coupons
E-14.01.03	knowledge of special tags
E-14.01.04	knowledge of pricing
E-14.01.05	knowledge of seasonal trends and items
E-14.01.06	knowledge of available literature
E-14.01.07	knowledge of time frame of a special promotion
E-14.01.08	knowledge of location of extra shelving
E-14.01.09	ability to select products for display

E-14.01.10	ability to determine strategic location for display
E-14.01.11	ability to utilize space available for display
E-14.01.12	ability to maintain display and signage
E-14.01.13	ability to participate in trade show
E-14.01.14	ability to cross merchandise
E-14.01.15	ability to work on production of on-line flyer

Sub-task

E-14.02 Recommends product to customer.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-14.02.01	knowledge of various products available
E-14.02.02	knowledge of product features and benefits
E-14.02.03	knowledge of sourcing information electronically
E-14.02.04	knowledge of product dangers such as corrosiveness and flammability
E-14.02.05	knowledge of product safety regulations such as labelling, MSDS and TDG
E-14.02.06	knowledge of product warranty
E-14.02.07	knowledge of related products
E-14.02.08	knowledge of price value
E-14.02.09	knowledge of new products
E-14.02.10	ability to explain product benefits to customer
E-14.02.11	ability to explain product usage
E-14.02.12	ability to recognize customers' needs
E-14.02.13	ability to obtain information on product

Sub-task

E-14.03 Recommends services to customer.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-14.03.01	knowledge of available services
E-14.03.02	knowledge of required services
E-14.03.03	knowledge of warranty options such as customer installation or service installation
E-14.03.04	knowledge of on-call service
E-14.03.05	knowledge of work order system
E-14.03.06	ability to explain services
E-14.03.07	ability to quote services
E-14.03.08	ability to recognize needed services

Sub-task

E-14.04 Upsells related products.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-14.04.01	knowledge of related products
E-14.04.02	knowledge of product needed to complete task
E-14.04.03	knowledge of various systems such as mechanical, electrical, hydraulic and cooling
E-14.04.04	knowledge of selling techniques
E-14.04.05	ability to explain related products
E-14.04.06	ability to inform customer of importance of related products
E-14.04.07	ability to explain benefits of recommended products
E-14.04.08	ability to encourage repeat business

Task 15 Prices products.

Sub-task

E-15.01 Labels products.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-15.01.01	knowledge of products
E-15.01.02	knowledge of pricing structures
E-15.01.03	knowledge of types of labels such as magnetic, adhesive, tags and computer generated
E-15.01.04	knowledge of price changes such as price increases and promotional prices
E-15.01.05	knowledge of product locations
E-15.01.06	ability to price product
E-15.01.07	ability to research product number
E-15.01.08	ability to select appropriate label type

Sub-task

E-15.02 Calculates additional costs.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-15.02.01	knowledge of basic mathematics
E-15.02.02	knowledge of currency exchange
E-15.02.03	knowledge of additional costs such as freight, taxes and brokerage
E-15.02.04	knowledge of environmental fees
E-15.02.05	ability to research and determine additional costs
E-15.02.06	ability to calculate net price

Sub-task

E-15.03 Overrides price.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-15.03.01	knowledge of company policy
E-15.03.02	knowledge of specials/promotions
E-15.03.03	knowledge of pricing for discontinued items
E-15.03.04	knowledge of customer discount policy
E-15.03.05	ability to modify invoice
E-15.03.06	ability to compare product
E-15.03.07	ability to research competitors' prices

Task 16 Processes financial transactions.

Sub-task

E-16.01 Accepts payments.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-16.01.01	knowledge of methods of payment such as cash, credit card, cheques, debit card and in-house charge
E-16.01.02	knowledge of company financial practices such as return on assets (ROA), terms of payment and central billing
E-16.01.03	ability to use company accounting systems such as manual and electronic
E-16.01.04	ability to handle cash and make change
E-16.01.05	ability to obtain authorization for credit card and cheque payments

Sub-task

E-16.02 Generates invoices.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-16.02.01	knowledge of types of invoices such as cash, charge, credit and quotes
E-16.02.02	knowledge of pricing and discounting structure
E-16.02.03	ability to use company invoice systems such as manual and electronic
E-16.02.04	ability to verify customer's approved credit limit with the company

Sub-task

E-16.03 Processes customer warranty returns and regular returns.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-16.03.01	knowledge of manufacturers' and suppliers' warranty/returns policies such as duration of coverage and limitations to coverage
E-16.03.02	ability to verify product warranty/returns eligibility
E-16.03.03	ability to explain warranty/returns policies to customers
E-16.03.04	ability to complete warranty documents and original credit notes
E-16.03.05	ability to label warranty returned items

Sub-task

E-16.04 Processes day end reports.

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	NV	yes	NV

Supporting Knowledge and Abilities

E-16.04.01	knowledge of company accounting system
E-16.04.02	knowledge of basic accounting principles
E-16.04.03	knowledge of related company policies
E-16.04.04	ability to balance invoices, cash and credit card receipts
E-16.04.05	ability to complete banking forms and financial documents

APPENDICES

APPENDIX A TOOLS AND EQUIPMENT

Hand Tools

bolt cutters
chain cutters
crimping tools
cutters
files
hacksaw
hammers
knives
magnifying glass
pipe cutter
pliers
pry bar
punches
ratchet
screwdrivers
socket set
tin snips
vice
wrenches

Power Tools

battery filling station
cut-off saw
electric drill
electric impact gun
grinders
heat gun
hydraulic press
key cutting machine

Warehouse Tools and Equipment

banding and strapping equipment
cart
conveyers
dolly
fork lift
hand carts
hoists
ladders
mobile crane
overhead crane
pallet jacks
shrink wrap machine
stapler
tape gun

Measuring and Testing Tools and Equipment

belt measurer
caliper
electrical testers
hydrometer
measuring tape
micrometer
thread gauge
weigh scale

Reference Tools, Business Machines and Communication Equipment

adding machine
bar code scanner
calculator
cash drawer
cash register
catalogues – printed and electronic
cell phone
computer

Reference Tools, Business Machines and Communication Equipment (continued)

debit/credit card machine
digital camera
fax machine
intercom system
photocopier
postage meter
price lists – printed and electronic
pricing gun
printer
scanner
telephone
two-way radios

Safety Equipment and Personal Protective Equipment

ear protection
eye protection
eye wash station
fire blanket
fire extinguisher
fire hoses
first aid kit
gloves
goggles
hardhat
protective apron
respiratory equipment
safety boots
safety glasses
safety harness
spill containment equipment
stretcher

APPENDIX B GLOSSARY

aftermarket	parts that are not made by the original equipment manufacturer (OEM)
application	specific make, model and year that a part applies to
back order	order with a possible or unknown date of delivery
bill of lading	shipping document that contains information about the shipment (prepared by the shipper for the carrier)
Block A Occupational Skills	repetitive general skills for many tasks performed by a partsperson that are common across several blocks
Block B Customer Service	tasks involved in meeting customers' needs
Block C Parts Acquisition	tasks involved in finding and obtaining parts and products
Block D Warehousing and Inventory	tasks involved in the shipping/receiving, storage and management of parts and products
Block E Business Practices	the business and administrative tasks of a partsperson
central billing	billing system that centralizes accounting at one location
consignee	person or company receiving a shipment
consignor	person or company sending a shipment
cores	parts that are returned for re-manufacturing
expedite	to track shipments and intervene in shipping and delivery schedules to meet changing requirements and conditions
gondola	a double-sided, free-standing shelving unit
net price	exact cost price finalized after taxes, fees and freight

outstanding order	unreceived order with a known date of delivery
overstock	excess stock requiring additional storage space
phase-in	criteria used to add a part to inventory
phase-out	criteria used to take a part out of inventory
picking	physically retrieving part from internal inventory
short shipment	quantity of goods received is less than quantity indicated in documentation
sources	locating parts from external suppliers
supersession record	record that updates part number changes
turnover	inventory movement over a specified period of time
turnstile	free-standing, rotating display unit
upsell	selling additional or complementary parts or higher quality parts
waybill	shipping document that contains information about the shipment (prepared by the carrier for the receiver)
wholesale customer	a supplier who markets non-OEM parts at the wholesale level; also a distinct level of pricing structure

APPENDIX C ACRONYMS

COD	cash on delivery
FOB	free on board
MSDS	Material Safety Data Sheet
OEM	original equipment manufacturer
P&A	price and availability
PO	purchase order
PPE	personal protective equipment
RFID	radio frequency identification
ROA	return on assets
SAE	Society of Automotive Engineers
TDG	transportation of dangerous goods
VIN	vehicle identification number
WHMIS	Workplace Hazardous Materials Information System

APPENDIX D BLOCK AND TASK WEIGHTING

BLOCK A OCCUPATIONAL SKILLS

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	5	10	20	20	40	15	10	25	23	10	NV	10	NV	17%

Task 1 Uses tools and equipment.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	50	25	20	30	30	20	40	50	25	NV	25	NV	33%

Task 2 Organizes work.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	20	20	30	30	30	20	40	20	23	15	NV	25	NV	25%

Task 3 Communicates with others.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	30	30	45	50	40	50	40	40	27	60	NV	50	NV	42%

BLOCK B CUSTOMER SERVICE

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	20	22	25	30	30	25	20	20	30	30	NV	20	NV	25%

Task 4 Services retail customers.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	35	20	25	20	35	25	25	25	25	25	NV	35	NV	27%

Task 5 Services wholesale customers.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	25	20	25	20	25	25	25	25	23	25	NV	35	NV	25%

Task 6 Services internal customers/technicians.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	20	20	25	20	10	25	25	25	25	25	NV	10	NV	21%

Task 7 Provides general customer service and support.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	20	40	25	40	30	25	25	25	27	25	NV	20	NV	27%

BLOCK C PARTS ACQUISITION

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	40	35	20	10	10	20	35	25	17	25	NV	50	NV	26%

Task 8 Identifies parts.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	35	50	30	50	40	40	50	55	44	40	NV	40	NV	43%

Task 9 Searches inventory for parts.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	35	20	35	30	40	20	25	15	27	30	NV	20	NV	27%

Task 10 Sources parts.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	30	30	35	20	20	40	25	30	29	30	NV	40	NV	30%

BLOCK D WAREHOUSING AND INVENTORY

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	30	18	20	20	10	25	20	20	20	25	NV	10	NV	20%

Task 11 Handles parts and materials.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	40	30	30	25	45	25	33	20	44	30	NV	40	NV	33%

Task 12 Manages inventory.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	40	35	35	50	45	50	34	40	37	40	NV	40	NV	40%

Task 13 Performs shipping/receiving duties.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	20	35	35	25	10	25	33	40	19	30	NV	20	NV	27%

BLOCK E BUSINESS PRACTICES

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	5	15	15	20	10	15	15	10	10	10	NV	10	NV	12%

Task 14 Promotes products and services.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	50	40	35	40	40	50	70	55	56	70	NV	40	NV	50%

Task 15 Prices products.

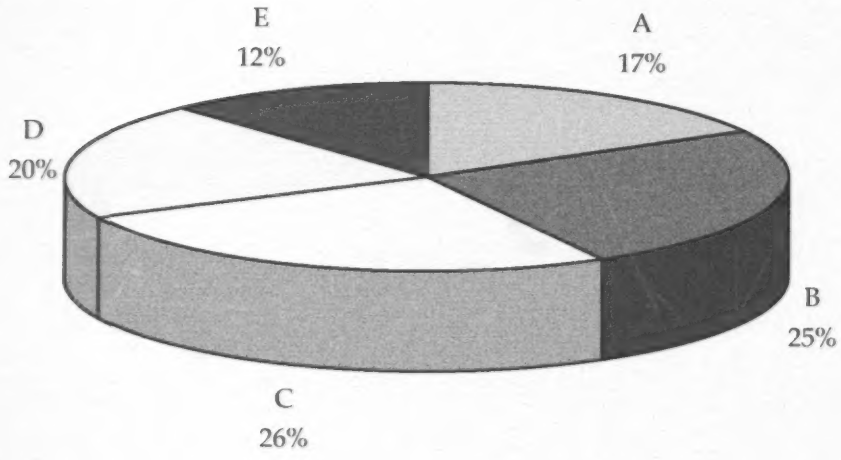
	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	30	25	30	30	30	30	15	25	22	10	NV	20	NV	24%

Task 16 Processes financial transactions.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	20	35	35	30	30	20	15	20	22	20	NV	40	NV	26%

APPENDIX E

PIE CHART*



TITLES OF BLOCKS

BLOCK A	Occupational Skills	BLOCK D	Warehousing and Inventory
BLOCK B	Customer Service	BLOCK E	Business Practices
BLOCK C	Parts Acquisition		

*Average percentage of the total number of questions on an interprovincial examination, assigned to assess each block of the analysis, as derived from the collective input from workers within the occupation from all areas of Canada. Interprovincial examinations typically have from 100 to 150 multiple-choice questions.

APPENDIX F

TASK PROFILE CHART – PARTSPERSON

BLOCKS	TASKS	SUB-TASKS				
A - OCCUPATIONAL SKILLS	1. Uses tools and equipment.	1.01 Uses catalogues and price lists.	1.02 Uses hand tools.	1.03 Operates power tools.	1.04 Operates warehouse tools and equipment.	1.05 Uses measuring and testing tools and equipment.
		1.06 Operates business machines.	1.07 Operates computers.	1.08 Uses personal protective equipment (PPE).	1.09 Uses safety equipment.	
	2. Organizes work.	2.01 Interprets documents.	2.02 Maintains safe work environment.	2.03 Prioritizes tasks.		
	3. Communicates with others.	3.01 Communicates in person.	3.02 Communicates by writing and illustrations.	3.03 Communicates by phone.		
B - CUSTOMER SERVICE	4. Services retail customers.	4.01 Identifies retail customers' needs.	4.02 Refers retail customers to technical experts.			
	5. Services wholesale customers.	5.01 Facilitates technical information sharing.	5.02 Facilitates training to wholesale customers.			
	6. Services internal customers/ technicians.	6.01 Supplies shop equipment.	6.02 Maintains parts records for internal customers.			
	7. Provides general customer service and support.	7.01 Prepares customer quotes.	7.02 Provides product to customer.	7.03 Provides value-added services.	7.04 Records customer information.	7.05 Provides follow-up service.
C - PARTS ACQUISITION	8. Identifies parts.	8.01 Identifies parts function.	8.02 Identifies parts application.	8.03 Identifies parts number.		

BLOCKS	TASKS	SUB-TASKS				
	9. Searches inventory for parts.	9.01 Identifies bin location.	9.02 Picks parts and material.			
	10. Sources parts.	10.01 Identifies suppliers.	10.02 Purchases parts.	10.03 Arranges for shipment.		
D - WAREHOUSING AND INVENTORY	11. Handles parts and materials.	11.01 Creates storage design layout.	11.02 Handles specialized products.	11.03 Rotates stock.	11.04 Places inventory in designated location.	
	12. Manages inventory.	12.01 Manages core and warranty inventory.	12.02 Maintains stock levels.	12.03 Registers lost sales.	12.04 Participates in periodic physical inventory count.	12.05 Maintains supersession records.
	13. Performs shipping/receiving duties.	13.01 Verifies incoming shipment.	13.02 Records order discrepancies.	13.03 Prepares shipment.	13.04 Ships products.	
E - BUSINESS PRACTICES	14. Promotes products and services.	14.01 Displays products and literature.	14.02 Recommends product to customer.	14.03 Recommends services to customer.	14.04 Upsells related products.	
	15. Prices products.	15.01 Labels products.	15.02 Calculates additional costs.	15.03 Overrides price.		
	16. Processes financial transactions.	16.01 Accepts payments.	16.02 Generates invoices.	16.03 Processes customer warranty returns and regular returns.	16.04 Processes day end reports.	